

Navistar International  
Transportation Corp.

3033 Wayne Trace  
PO Box 10088  
Fort Wayne IN 46850-0088



**INTERNATIONAL\***

RECEIVED

99 APR 13 AM 10:49

OFFICE  
DEFECTS INVESTIGATION

April 5, 1999

Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
400 Seventh Street S.W.  
Washington, D.C. 20590

**Subject: Navistar Safety Recall No. 99504  
DOT No. 99V-055.001**

Gentlemen:

Customer notification date is 04/05/99

Also, please find enclosed:

three (3) copies of Dealer Service Letter  
three (3) copies of Customer Notification Letter  
three (3) copies of Authorization for Recall Service card

Respectfully,

NAVISTAR INTERNATIONAL  
TRANSPORTATION CORP.

R. L. Van Laar  
Compliance Manager

Enclosures

Certified Mail # Z 276 409 859  
cc: J. A. Gaylord - NTEC

**NAVISTAR**



# **INTERNATIONAL<sup>®</sup> VEHICLE RECALL**

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**G-99504**  
**April, 1999**

**SUBJECT: VEHICLE RECALL (U.S., EXPORT)**  
**Meritor Brake Automatic Slack Adjusters**

## **DEFECT DESCRIPTION**

Certain automatic slack adjusters on the front and rear brakes may have insufficient torque applied to the guide pawl cap screw. The front brake codes involved are 04753, 04LAB, 504302, and 504306. The rear codes involved are 04754, 504355, and 804MAG.

Without sufficient torque on the guide pawl cap screw, the brakes may gradually lose adjustment. Without the automatic adjustment, the brakes will lose adjustment until they eventually become ineffective. Under certain conditions, an ineffective brake may increase the vehicle stopping distance. Should this happen, it could result in a vehicle accident causing personal injury, property damage, or both.

## **MODELS INVOLVED**

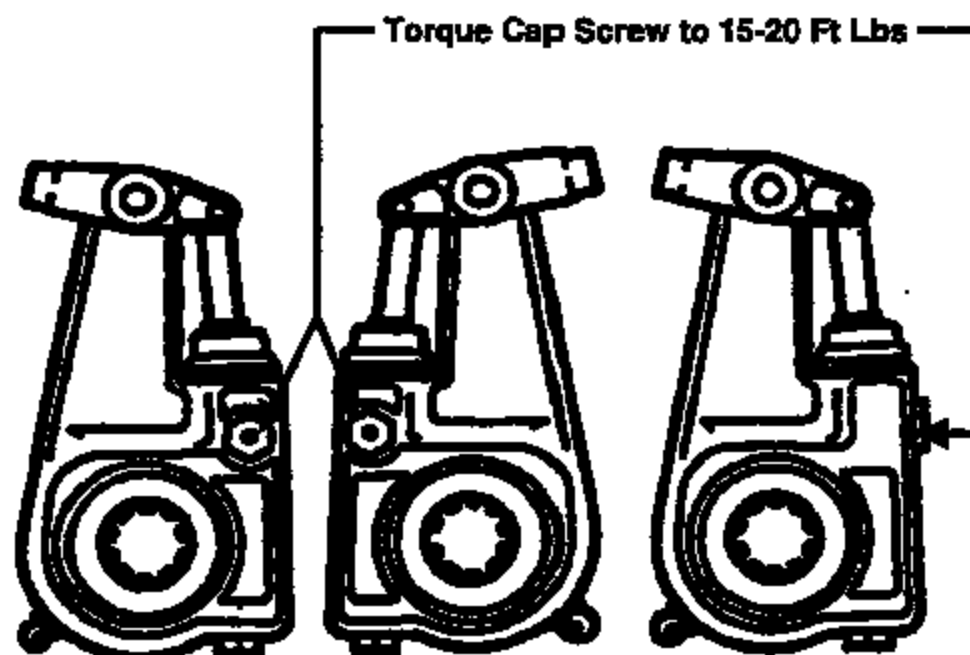
2500, 2600, 3800, 4700, 4800, 4900, 5000, 8100, 9100, 9200, 9400, 9800, 9900, and FE Bus built from 1/11/99 through 1/20/99.

## **OWNER NOTIFICATION**

Navistar will notify owners of this campaign on their vehicles. A copy of the owner letter is attached. A listing of owner names and addresses has been furnished to the involved dealers to enable dealers to follow up with owners to have the vehicles corrected. You must limit the use of this listing to this campaign since the list may contain information obtained from state motor vehicle registration records and the use of such motor vehicle registration data for purposes other than this campaign is a violation of law in several states.

## **SERVICE PROCEDURE**

1. Turn off engine and chock rear wheels.
2. Check torque on all brake slack adjuster guide pawl cap screws. If the torque reads less than the required 15-20 ft lbs, adjust the brake and tighten the guide pawl cap screw to 15-20 ft lbs. Reference Figure 1.
3. Remove chocks from rear wheels.



**Guide Pawl Positions**

**Figure 1**

#### **LABOR INFORMATION**

<b>Operation No.</b>	<b>Description</b>	<b>Time</b>
A40-99504-1	4 x 2 Model –Check torque on Guide Pawl Cap Screws and Adjust brakes as required	0.5 Hr
A40-99504-2	6 x 4 Model –Check torque on Guide Pawl Cap Screws and Adjust brakes as required	0.6 Hr

#### **CAMPAIGN IDENTIFICATION LABEL**

Each vehicle corrected in accordance with Campaign G-99504 will require a CTS-1075 Campaign Identification Label. Attach the CTS-1075 label on a clean surface next to the vehicle identification number (VIN) plate.



## ADMINISTRATIVE/DEALER RESPONSIBILITIES (U.S. & POSSESSIONS)

Proceed immediately to make necessary correction to units in inventory. All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer or delivery. If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, transfer location or customer must be notified from your dealer location.

Dealers must correct all vehicles subject to this campaign at no charge to the owner, regardless of mileage, age of vehicle, or ownership, from this time forward.

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle that is subject to a vehicle recall campaign must be adequately repaired within a reasonable time after the owner has tendered it for repair. A failure to adequately repair within 60 days after a tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within 60 days, the owner may be entitled to replacement with an identical or reasonable equivalent vehicle at no charge, or to a refund of the purchase price less a reasonable allowance for depreciation.

In order to avoid having to replace an owner's vehicle or refund the purchase price, every effort must be made to promptly schedule an appointment with each owner to repair their vehicle as soon as possible.

## WARRANTY CLAIMS

Refer to Dealer Warranty Manual for procedures to conduct Recall Campaigns.

It is important that the Recall Coding be completed properly to assist in processing the warranty claim. Complete instructions will be found in the Warranty Manual, Section 7-1. Special attention should be given to Items 39 through 44:

GROUP	NOUN	C	WARR	TP	PAD
99504		2	100	P	100

GROUP Enter Recall Number 99504

NOUN Leave Blank.

C (CAUSE) Enter either 1, 2, or 3.

1. Inspected (No repair Required).
2. Inspected and repaired.
3. Defective part from parts stock.

WARRANTY (Warranty Code) Enter 40.

TYPE PART Enter P for type part causing failure.

PAD Enter 100.

**ADMINISTRATIVE/DISTRIBUTOR RESPONSIBILITY (EXPORT)**

Proceed immediately to make necessary correction to units in inventory. All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer or delivery. If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, transfer location or customer must be notified from your distributor location.

Export locations are to submit warranty claims in the usual manner making reference to Safety Recall G-99504. We ask for your full cooperation and follow-up to this important subject matter. If you have any questions or need further assistance, please contact the Regional Service Manager at your regional office.

Distribution: All Dealers

Reproduction: Not Required

Navistar International  
Transportation Corp.

455 North Cityfront Plaza Drive  
Chicago Illinois 60611  
Telephone 312 635-2000

**NAVISTAR.**

**SAFETY RECALL 98504**

**April, 1999**

**Dear International Customer:**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Navistar International Transportation Corp. has determined that a defect related to motor vehicle safety exists with the brakes on your vehicle.

The defect exists on 2500, 2600, 3800, 4700, 4800, 4900, 5000, 8100, 9100, 9200, 9400, 9800, 9900 and FE Bus built from 1/11/99 through 1/20/99.

#### **REASON FOR THIS RECALL**

If you are the owner, this is to notify you that the brake automatic slack adjusters on your vehicle may have had insufficient torque applied to the guide pawl cap screw. Without sufficient torque on the guide pawl cap screw, the brakes may gradually lose adjustment. Without the automatic adjustment feature, the brakes will lose adjustment until they eventually become ineffective. Under certain conditions, an ineffective brake may increase the vehicle stopping distance. Should this happen, it could result in a vehicle accident causing personal injury, property damage, or both.

#### **ACTION YOU SHOULD TAKE**

Navistar estimates that dealers will have information to correct vehicles with this defect by April 5, 1999. After that date, you are requested to contact your International dealer for an appointment to bring your vehicle, along with the enclosed card, to your dealer to remedy the defect. The remedy will be to check the torque on the automatic slack adjuster guide pawl cap screws. If a cap screw is loose, the brake will be adjusted and the guide pawl cap screw will be torqued to 15-20 ft. lbs. The repair will require approximately 0.6 hour of repair time.

**(OVER PLEASE)**

**IMPORTANT - PLEASE NOTE**

Should you decide to remedy the defect yourself, please check BOX 2 on the enclosed card under "CHECK ONE" sign, and return the postage pre-paid card to us.

If the vehicle will not or cannot be corrected, please mark on the enclosed card under "CHECK ONE", the box which best describes why the vehicle will not be repaired and return the postage-prepaid card to us. In the event you no longer own the vehicle described on the card, please fill in the new customer name and address, if known, and return it to us. This information will allow us to update our records so that you will not be contacted again regarding this recall.

**IF YOU NEED ASSISTANCE**

If you take your vehicle to your International dealer on a mutually agreed upon service date, and he does not remedy this condition without charge on that date or within five days, you can obtain assistance by following the procedure described in the Owner Assistance Guide section in your Owner's Manual or by calling toll free 1-800-448-7825. You may also wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC, 20590, or call the toll-free Auto Safety Hot Line at 1-800-424-9393 (Washington, DC area residents may call 386-0123) if your dealer or International fails or is unable to remedy this condition without charge or within a reasonable time.

We request your prompt attention to correction of this defect and apologize for any inconvenience it may cause you.

**NAVISTAR INTERNATIONAL TRANSPORTATION CORP.**



# INTERNATIONAL<sup>®</sup> AUTHORIZATION FOR RECALL SERVICE

MODEL NAME	VEHICLE IDENTIFICATION NUMBER (VIN)	TEC	DEALER CODE	CAMPAIGN NO.

## VEHICLE OWNER -

Please take the vehicle described above and this card to the selling International dealer for service described in the accompanying letter. The dealer has been provided instructions for repairing the vehicle. If the location of the selling dealer is not convenient for you, please contact your nearest International dealer.

## CHANGE OF OWNERSHIP - Vehicle sold to:

NAME \_\_\_\_\_

STREET \_\_\_\_\_

CITY \_\_\_\_\_

STATE \_\_\_\_\_

ZIP CODE \_\_\_\_\_

## VEHICLE OWNER - Please Note

Please check one of the following blocks concerning this Vehicle and drop card in mail.

- 1 ☐ Vehicle inspected - no corrections necessary
- 2 ☐ Vehicle Corrections completed.
- 3 ☐ Vehicle Sold or Transferred.  
(Please complete CHANGE of OWNERSHIP block)
- 4 ☐ Service not desired on this vehicle.  
Reason: \_\_\_\_\_
- 5 ☐ Vehicle scrapped (junked). Will not return to public streets or highways.
- 6 ☐ Vehicle stolen (whereabouts unknown).
- 7 ☐ Vehicle exported from U.S. to another country.  
(Please complete CHANGE of OWNERSHIP block.)

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_



# BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO 229

PALATINE IL

POSTAGE WILL BE PAID BY ADDRESSEE

NAVISTAR INTERNATIONAL  
TRANSPORTATION CORP.  
PO BOX 907  
PALATINE IL 60078-9986

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

